

*One Step Closer To Home*



**METROLIST**

# **Resources**

**This package may include information on**

**City and Commonwealth resources**

**Credit and Financial Assistance programs**

**Citizenship classes**

**English language classes**

**Lead paint resources**

**CORI information**

**Resources for families**



## Office of Fair Housing and Equity

### Mission

The mission of the Office of Fair Housing and Equity is to ensure fair and equitable access to housing and employment opportunities. We strive to increase equity and reduce barriers to opportunity for persons living and working in the City of Boston through education, collaboration and enforcement.

### Our Services

#### Fair Housing Commission

**Works to eliminate housing discrimination and increase access to housing opportunities**

**Affirmative Marketing:** Facilitates access to housing opportunities through reviewing, directing and approving lotteries and marketing plans of city assisted housing developments.

**Investigations and Enforcement:** Investigates housing discrimination complaints.

**Metrolist:** Provides housing listings and resources.

#### Human Rights Commission

**Provides policy guidance that advances social justice and equity.**

**CORI Ordinance Enforcement:** Investigates and monitors city vendor compliance with CORI friendly hiring requirements.

### Contact our office to:

1. Complete a discrimination complaint
2. Get affordable housing listings and resources
3. Request more information

### Contact Information

Office of Fair Housing and Equity  
One City Hall Plaza Room 966  
Boston, MA 02201

[www.cityofboston.gov/fairhousing](http://www.cityofboston.gov/fairhousing)

[FairHousing@boston.gov](mailto:FairHousing@boston.gov)

617-635-2500

(TTY) 617-635-2541



## Office of Fair Housing and Equity

Martin J. Walsh, Mayor

### HOUSING COUNSELING ASSISTANCE

The City of Boston's Department of Neighborhood Development contracts with local non-profit agencies to provide housing counseling services. Housing counselors at the agencies listed below can assist Boston tenants in their efforts to remain in their current apartment or in their search for new housing in specific neighborhoods.

- Neighborhood of Affordable Housing (NOAH): Serving Boston Residents who live in East Boston, Charlestown, North End
  - Phone: 617-567-5882; <http://noahcdc.org/>
  - Services: Emergency Housing Assistance Program(EHAP) Natasha Sierra: 617-567-5885/[nsierra@noahcdc.org](mailto:nsierra@noahcdc.org) , Senior Homeowner Services(Serves Greater Boston Region) Anthony D'Andrea: [adandrea@noahcdc.org](mailto:adandrea@noahcdc.org)
- Allston-Brighton CDC: Serving Boston Residents who live in Allston, Brighton
  - Phone: 617-787-3874 x201 or x216; Fax: 617-787-0425; <http://allstonbrightoncdc.org/>
  - Services: Homebuying Education Classes, Affordable Rental Units
- City Life/Vida Urbana: Serving Boston Residents who live in Jamaica Plain, Roxbury, Dorchester, Roslindale, Hyde Park
  - Phone: 617-524-3541 x303; Fax: 617-524-3555; <http://www.clvu.org/>
  - Services: Eviction Prevention Program
- Nuestra Comunidad: Serving Boston Residents who live in Roxbury, Dorchester, Mattapan, primary; also Allston-Brighton, Chinatown, Back Bay, Beacon Hill
  - Phone: 617-989-0894/617-427-3599; Fax: 617-989-1216; [www.nuestracdc.org](http://www.nuestracdc.org)
  - Services: Foreclosure Prevention, Housing Resource Services.
  - Housing Referrals: [nuestracomunidad@wincco.com](mailto:nuestracomunidad@wincco.com)
- Kit Clark Senior Services: Serving Boston Senior Residents who live in Dorchester, Mattapan, South Boston
  - 617-533-9128; <http://mydorchester.org/kitclark>
  - Services: Senior Housing, Transitional Housing, Assisted Living, Senior Home Improvement Program(SHIP)
- Action for Boston Community Development (ABCD): Serving Boston Residents who live in Allston-Brighton, Dorchester, East Boston, Roxbury, Jamaica Plain, Mattapan, North End, South Boston, South End
  - Phone: 617-348-6347; Fax: 617-542-2228; <http://bostonabcd.org/>


BOSTON CITY HALL • ONE CITY HALL SQUARE • ROOM 966 • BOSTON • MASSACHUSETTS • 02201  
617-635-2500 • Fax: 617-635-3290 • TTY: 617-635-3290 • [www.boston.gov](http://www.boston.gov)

- Services: Housing Court Advocacy, Housing Counselor Program, and Stabilization Program.
- HomeStart: Serving Boston Residents who live in Boston and Cambridge
  - Phone: 617-542-0338; Fax: 617-542-1454; <http://homestart.org/>
  - Services: Housing Search, Stabilization program, Disabled Individuals Permanent Housing Assistance, Veteran Housing, Homeless Housing Assistance, Legal Advocacy
  - Boston Office Walk-ins: Every Wednesday 3-4:45PM (Must present a valid form of ID at front desk)
  - Cambridge Office Walk-ins: Every Thursday 3-4:45PM (Must present a valid form of ID at front desk)

# BOSTON HOME CENTER HOUSING



## Saturday, May 7, 9am-1pm

Northeastern University Curry Center Ballroom → TAKE THE 



Learn everything you need to know about Homeownership and celebrate our 20th Anniversary!!

### Free Classes!

★ Register at [bostonhomecenter.com](http://bostonhomecenter.com)

#### Financial Assistance Workshop:

9:15, 10:15 and 11:00

Learn about the City's Financial Assistance program, MHP ONE Mortgage and MassHousing products.

#### Budgeting for Homeownership:

9:00 - 10:15

Helps you plan your spending and saving for buying and maintaining your home.

#### DIY Or Hire a Home Repair Contractor?

9:30-10:30

Learn tips on when to do it yourself and when to hire a contractor for home repairs and Spring maintenance.

#### Structuring Your Finances for Homeownership:

10:30 - 11:45

Learn how to review your credit report and organize your financial documents when applying for mortgages and financial assistance programs.

#### Boston Home Repair Funding Programs:

10:45-11:45

Learn about the City's Home Repair assistance programs - Home Equity Loans, Senior Repair and Lead Abatement.

### Participating Partners



City of Boston  
Mayor Martin J. Walsh

Department of  
Neighborhood



BOSTON HOME CENTER

[www.bostonhomecenter.com](http://www.bostonhomecenter.com) 617.635.HOME (4663)

# OFFICE OF ATTORNEY GENERAL MAURA HEALEY COMMONWEALTH OF MASSACHUSETTS

**[www.mass.gov/ago](http://www.mass.gov/ago)**  
**(617) 727-2200 | TTY: (617) 727-4765**

## **About the Office**

Attorney General Maura Healey is the chief lawyer and law enforcement officer of the Commonwealth of Massachusetts. Her office is an advocate and resource for the Commonwealth and its residents in many areas, including protecting consumers, combating fraud and corruption, protecting civil rights, and promoting meaningful economic recovery.

## **How to Reach the Office**

You can find information about your rights and learn about free services for victims and consumers, including how to file a complaint with our office by calling the numbers listed below, visiting our website at [www.mass.gov/ago](http://www.mass.gov/ago) or walking into our offices in Boston, Worcester, Springfield or New Bedford during normal business hours.

**AGO Helplines operate from 9:00 a.m. to 5:00 p.m. unless otherwise noted.**

## **Public Inquiry and Assistance Center (PIAC) Hotline: (617) 727-8400**

PIAC provides free, voluntary mediation in the area of consumer protection and can direct consumers to the division of the AGO that may be able to help with an issue or concern.

*Monday through Friday 10am to 4pm.*

## **Elder Hotline: (888) 243-5337**

The Elder Hotline assists elders and their families seeking assistance with consumer-related issues.

## **Fair Labor Division: (617) 727-3465**

The Fair Labor Division enforces the Commonwealth's wage and hour laws and protects employees from exploitation by employers.

## **HomeCorps: (617) 573-5333**

If you are facing foreclosure, the HomeCorps may be able to help by offering access to loan modification advocacy or other services.

*Monday, Tuesday, Friday 10am to 12pm and 1pm to 3pm*

*Wednesday and Thursday 10am to 12pm*

## **Open Meeting Law Hotline: (617) 963-2540**

Through this hotline, attorneys and staff from the Division of Open Government provide assistance to members of public bodies, the public, and the press seeking guidance about the requirements of the state's Open Meeting Law.

One Ashburton Place  
Boston, MA 02108  
Phone: (617) 727-2200

1350 Main Street, 4th Floor  
Springfield, MA 01103  
Phone: (413) 784-1240

105 William Street; First Floor  
New Bedford, MA 02740  
Phone: (508) 990-9700

10 Mechanic Street - Suite 301  
Worcester, MA 01608  
Phone: (508) 792-7600



# OFFICE OF ATTORNEY GENERAL MAURA HEALEY COMMONWEALTH OF MASSACHUSETTS

[www.mass.gov/ago](http://www.mass.gov/ago)  
(617) 727-2200 | TTY: (617) 727-4765

## **Civil Rights Division (CRD): (617) 727-2200**

The CRD enforces state and federal laws that protect residents and visitors from discrimination on the basis of race, national origin, gender, sexual orientation, veteran status, disability, or any other protected status. Anyone who feels he/she is a victim of discrimination (in such areas as housing, employment and public accommodation, for example) can file a complaint with the CRD.

## **Insurance & Health Care Consumer Helpline: (888) 830-6277**

This helpline assists consumers with questions related to health care, health insurance and/or automobile and motorcycle insurance.

## **Insurance Fraud Tipline: (617) 573-5330**

This tipline takes calls pertaining to reports of fraud in any of the following areas: workers' compensation, motor vehicle insurance, disability, health care billing and unemployment insurance.

*Available 24 hours*

## **Medicaid Fraud Tipline: (617) 963-2360**

This tipline is intended for calls pertaining to abuse or neglect of a Long-Term Care Facility resident or fraud committed by a Medicaid provider.

*Available 24 hours*

## **Victim Witness and Assistance Division (VWAD): (617) 727-2200**

The VWAD provides crisis assessment to victims and witnesses to facilitate their emotional, psychological, physical and financial recovery from victimization and ensures that victims and witnesses are provided with the rights and services mandated by the Victim Rights Law.



You can read information about your rights, available services for victims & common consumer issues; locate our regional offices in Boston, New Bedford, Springfield & Worcester; and file complaints online anytime on our website at

**[www.mass.gov/ago](http://www.mass.gov/ago)**



OFFICE OF ATTORNEY GENERAL MAURA HEALEY

[WWW.MASS.GOV/AGO](http://WWW.MASS.GOV/AGO)

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Boston, MA 02108  
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Rev 06/15



Department of Housing and Urban Development – Alphonso Jackson, Secretary  
Office of Public Affairs, Washington, D.C.

**CONTACT**

Shantae Goodloe  
202-708-0685

**FOR RELEASE**

Thursday  
March 20, 2008

## **Five Facts Every Parent Should Know About Their Housing Rights**

Did you know that federal law makes it illegal for housing developers, landlords, and even homeowners associations to deny housing to families with children or to place unreasonable restrictions on children?

Fewer than half of parents do.

This year marks the 20<sup>th</sup> Anniversary of the Fair Housing Amendments Act, which protects the rights of parents to buy, rent, and live in the home of their choice. On this occasion, the U.S. Department of Housing and Urban Development (HUD) wants to tell parents five things they should know about their housing rights.

### **1. You Cannot Be Denied Housing Because You Have a Child**

Although it has been illegal for 20 years, many housing developments and apartment buildings still have rules prohibiting families with children or families expecting a child. With the exception of senior housing and small properties where the owner resides, such provisions are always illegal. HUD takes these matters seriously and will take action when it sees housing developments keep parents out. For example, last year a parent reported that an apartment building in Highwood, Illinois, refused to rent to her because of her child. The parent wished to remain anonymous, so a local fair housing organization sent testers to the property to see if they treated families with children different from applicants without children. The tests showed that the property owner discouraged families with children from renting apartments and informed parents that the units were for single people. The fair housing organization filed a complaint with HUD. After a thorough investigation, HUD charged the owners with discrimination against families with children.

### **2. You Cannot Be Evicted From Housing Because You Have Child**

While the birth of a child is usually a time for celebration, some landlords feel it is also the time for new parents to find another place to live. Though such actions are illegal, many facilities evict parents because they are expecting or have given birth to, adopted, or obtained custody of a child.

In one recent case, Shelia Brown was living in Summer Place Apartments in Las Vegas, Nevada when she obtained custody of her daughter. Less than a month later, the



apartment manager told her to find a new place to live, because children were not allowed on the property. Ms. Brown filed a complaint with HUD, whose investigation uncovered that the management had forced other tenants to leave when they were pregnant or obtained custody of their children. In January 2008, Summer Place agreed to pay \$75,000 to Ms. Brown and other families who were mistreated.

### **3. Families Cannot Be Restricted to One Area of a Building or Complex**

Some housing complexes allow families but restrict them to lower floors or to certain areas of the property. Both restrictions are illegal.

Sherri McLathian wanted to find an affordable home in a good school district for her two children. She thought she located an ideal townhouse in a new development called Victorian Village in Gurnee, Illinois. When she inquired about buying the homes, the sales person informed her that her children were not wanted in the neighborhood and would be the only ones there. The saleswoman then informed Ms. McLathian that no town homes were available. Ms. McLathian filed a complaint with the State of Illinois, which handled the case under an agreement with HUD and negotiated a \$12,000 settlement for Ms. McLathian.

### **4. Rules Cannot Unfairly Target Children**

Many parents are unaware that it is illegal for landlords to make rules specifically against children. For example, a landlord cannot forbid children from a common area that adults are allowed to use.

Recently, six families in St. Louis settled complaints against Ridgecrest Apartments for overly restrictive rules against children. The landlord had required anyone under the age of 18 to be supervised anytime they were outside of their apartments. The rule was so strict that teenagers were not allowed to talk to their friends in the hallway without a parent present. In December 2007, the owners and managers of Ridgecrest agreed to a \$170,000 settlement to compensate the families and create an after-school program for children on the property.

### **5. Advertisements Cannot State That Children Are Not Wanted**

Finally, no property, other than seniors-only housing, is allowed to advertise that it is restricted to adults or that it will not allow children.

Lolita Lindo was searching for an apartment for herself and her 10-year old son because her landlord had recently raised the rent by a few hundred dollars a month. She saw a "For Rent" sign on a grey flagstone property in her neighborhood that she thought would be perfect. The sign read "For Rent for two persons, Apartment Two Bedroom, No kids..." Ms. Lindo filed a complaint with HUD and in December 2007, a judge ordered the owner to pay her \$20,000.

Of the 10,000 complaints HUD and State and local agencies investigate each year, nearly 1,500 allege discrimination because of children. People who have experienced of housing discrimination can report it by contacting HUD at (800) 669-9777 (voice), (800) 927-9275 (TTY).

## **WEBSITES FOR LEGAL INFORMATION**

<http://www.lawlib.state.ma.us>

This is the state trial court website. It has information on numerous legal issues and also a section where client can ask a librarian.

<http://www.masslrf.org>

Screens applicants and provides contact information for legal aid programs, other non-profits, government agencies and court based programs that may be able to help with legal issues. Also gives links to legal information and self-help materials.

<http://www.masslegalservices.org>

Statewide legal services advocates web site. More information if you log on with legal services username.

<http://www.masslegalhelp.org>

Information on various legal services type issues with mailings and using language geared towards clients.

<http://www.mass211.org>

Website where clients can access social services agency phone numbers throughout the state.

<http://www.mass.gov>

Website for the state of Massachusetts. Clients can access information about all three branches of state government.

<http://www.massresources.org>

A free online resource for Massachusetts residents in need of housing, food, health care, and other basic services.

<http://www.nlrc.aoa.gov>

Website that has general information on a national level about numerous legal issues that impact elders.

<http://www.nclc.org>

National Consumer Law Center

<http://www.ssa.gov>

Social Security Administration

<http://www.cominghomedirectory.org>

Coming Home Directory

<http://glad.org/rights>

Free information about LBGTQ/HIV legal rights and a connection to a free, confidential hotline to ask questions and obtain information and referrals to attorneys and legal services.



**ProgramAction for Boston Community Development, Inc.**  
Celebrating 50 years of helping people out of poverty.

# KNOW YOUR RIGHTS!

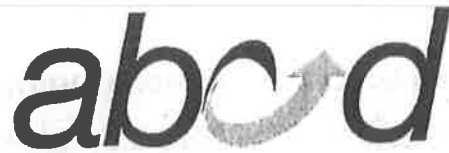
**Know how to PROTECT YOUR HOUSEHOLD from  
Termination of Heating Services.**

<b>Eligibility for Key Protections Against Shutoff</b>	
<b>PROTECTION</b>	<b>REQUIREMENT</b>
<b>Elderly</b>	<ul style="list-style-type: none"><li>● <b>ALL</b> house hold members (except for minor children in the care of the elder(s)) must be 65 or older.</li><li>● Household must notify company.</li><li>● NO proof of financial hardship required.</li></ul>
<b>Serious illness</b>	<ul style="list-style-type: none"><li>● Must show that someone (customer or family member) is seriously ill by submitting a letter from a doctor, nurse practitioner, physician assistant, or Board of Health.</li><li>● Must be on the discount rate or demonstrate financial hardship.</li><li>● Serious illness letter must be renewed every 90 days (or every 180 days for a "chronic" illness).</li></ul>
<b>Winter Moratorium</b>	<ul style="list-style-type: none"><li>● Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats, or heating controls).</li><li>● Runs from November 15th thru March 15th.</li><li>● Must demonstrate financial hardship or be on the discount rate.</li></ul>
<b>Infant</b>	<ul style="list-style-type: none"><li>● An infant under the age of 12 months must be living in household.</li><li>● Must submit birth certificate, baptismal certificate, or other reasonable proof of age.</li><li>● Must demonstrate financial hardship or be on the discount rate.</li></ul>

**Apply for ABCD Fuel Assistance for help paying heating bills  
from November 1st thru April 30th.**

178 Tremont Street, Boston MA 02111 • (617)357-6012 • TTY: (617)423-9215 • [www.bostonabcd.org](http://www.bostonabcd.org)

Syvalia Hyman III, Chair; Yvonne Jones, Vice Chair; John P. McGahan, Vice Chair; Heather Perez, Vice Chair; Edna Smallwood, Vice Chair;  
Jean M. Babcock, Treasurer; Mark V. Nuccio Esq., Clerk; John J. Drew, President/CEO



## Checklist of Key Protections for Utility Consumers

**SERIOUS ILLNESS:** If there is ANY person in the household (adult or child) who has a serious illness. Utilities cannot shut off (and must restore) utility service if anyone in the house has a serious illness. An illness can be physical (pneumonia, etc.) or mental (depression, bipolar, ADHD), short-term (e.g., flu) or long-term (cancer). The utility company does NOT get to decide what a serious illness is. All you need is a letter from a doctor, nurse practitioner, physician assistant, or Board of Health. A phone call from the doctor to the company is initially okay, if later followed by a letter. You should expect and demand that utility service be restored the same day (at worst, the next day) whenever you document a serious illness, by phone, fax or letter from a doctor. You will also need to document that you have a "financial hardship" in paying bills. Any client who receives LIHEAP (Fuel Assistance) is automatically presumed to have a financial hardship.

**CHILD UNDER 12 MONTHS:** If there is a child under the age of 12 months in the household, a utility company cannot terminate service if there is a young child in the home, and must restore service that has been terminated if the child was in the home at or prior to the time of termination. The child's age can be documented by birth certificate, baptismal certificate, or any other reasonable means. "Financial hardship" must also be shown.

**WINTER MORATORIUM:** Utilities cannot terminate service that is heat-related (meaning natural gas service, if used to heat the home; or electricity if the tenant pays for heat because electricity is needed for furnace/boiler controls) between **November 15th and March 15th**, if the household has a "financial hardship". These dates are often extended to April 15th or April 30th.

**ELDERLY CLIENTS:** If **every** person (with the exception of minor children in the care of the elder (s) in the household is age 65 or over, the company needs explicit approval of the DPU (Department of Public Utilities) to terminate service, which is almost never granted. **ALWAYS** notify the company if **everyone** in the household is age 65 or over. If service has been terminated it should be restored.

**DISCOUNT RATES:** **ALWAYS** determine if you are on the low-income discount rate. When in doubt call the company to see if you are on the rate. It's very easy for the company to check. Discount rates are mandated by law and all companies have them. Clients on Fuel Assistance are eligible for the discount and will usually get the discount automatically via the Fuel Assistance agency notifying the utility. Clients on TAFDC, Food Stamps, Mass. Health, WIC and other income-test programs are also eligible, but may have to apply to the utility directly; some of these will be automatically enrolled (find discount rate applications on the web).

**PAYMENT PLANS:** ALL are entitled to PAYMENT PLANS. This allows someone who is behind on their bills to spread the payments over several months. If you have not yet been terminated, the company **MUST** offer a payment plan of **AT LEAST** four months. Some payment plans go 12 months or longer. If you have been terminated, the rules are not as favorable, and are strictest during the fall (because the winter moratorium is about to begin and companies are most aggressive in trying to shutoff service). **ALWAYS** insist on a payment plan that you can afford.

**ARREARAGE FORGIVENESS/MANAGEMENT:** Where utility debt is forgiven while adhering to a structured payment plan. For more information on this plan, call your utility. **NGRID GAS 1-800-233-5325. NSTAR 1-866-315-2496.**

**CROMWELL WAIVER:** You cannot be denied services because of a past due balance from an old address when you request service at a new address. If you are denied service, request a "Cromwell Waiver" from the utility. A process will follow where you will be obliged to set up a payment plan.

**UTILITY COMPLIANCE:** If you have trouble getting a utility to comply with any of the protections or programs described above, call the DPU's (Department of Public Utilities) Consumer Division at **1-877-886-5066**. The front-line phone representative should intervene on your behalf. If not, ask to speak to his or her supervisor.

# **SURVIVING THE BIG CHILL**

## **How to save heat, energy and money this winter: LOW-COST/NO-COST TIPS TO STAY WARM**

### **Heating/Cooling Tips**

- If possible, install a programmable thermostat.
- Set thermostat to 60 degrees F at night and when no one is home.
- Clean and tune your oil heating system once a year and your gas system every 2 years.
- Replace your furnace filter every month, especially if you have pets.
- Set refrigerator temperature between 37 and 40 degrees F.

### **Water Heating Tips**

- Repair leaking hot water faucets immediately.
- Reduce hot water heater temperature to 120 degrees F.
- Install low-flow shower heads and faucets to save energy and water.
- Use cold water whenever possible and never run hot water needlessly.

### **Laundry Tips**

- Wash and rinse clothes in cold water.
- Avoid over-drying clothes.
- Set water level to match load size.
- Clean the lint trap after every load.

### **Water Conservation Tips**

- Repair leaky faucets promptly.
- Take showers, not baths, because they use up less hot water.
- Don't let the tap water run unnecessarily while you wash or shave.

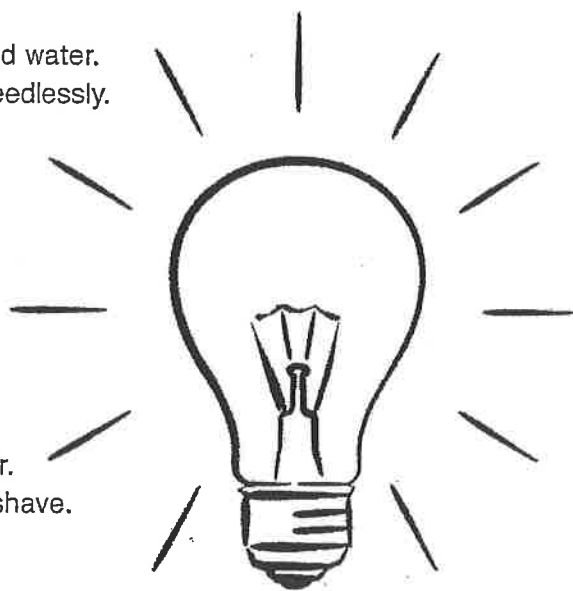
### **Cooking Tips**

- Defrost frozen foods in the refrigerator and avoid preheating.
- Use the smallest pan possible to cook because smaller pans require less energy.
- Whenever possible, use your microwave/toaster oven instead of your conventional oven.
- Keep refrigerator stocked if possible; it takes more energy to cool an empty refrigerator.

### **House Heating/Warming Tips**

- Stuff towels/ rags under doors and cover windows with blankets at night.
- Place hand drapes, bedding or shower curtains over doors or windows.
- Caulk and weather-strip around windows and doors, sealing holes and cracks.
- Put plastic and duct tape around windows. If possible, install storm windows.
- When purchasing new windows/appliances, look for the Energy Star logo.
- Install foam gaskets behind electrical outlets to stop cold air infiltration.
- Move furniture and draperies away from radiators, vents, and registers.
- Turn off lights in any room you are not using. Don't heat unused rooms.
- Replace traditional light bulbs with compact fluorescent bulbs (CFL's)
- Use space heaters only in rooms that don't get enough heat.

## **SAVE ENERGY & MONEY!**



**abcd**

Action for Boston  
Community Development, Inc.

178 Tremont Street  
Boston MA 02111

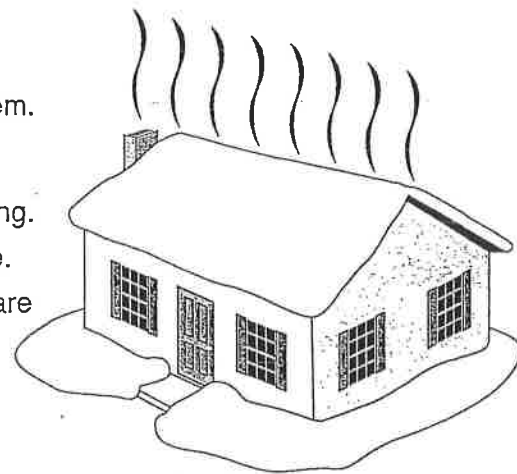
(617)357-6012  
TTY: (617)423-9215  
[www.bostonabcd.org](http://www.bostonabcd.org)

# SURVIVING THE BIG CHILL

**How to save heat, energy and money this winter:  
STAY WARM-BUT BE CAREFUL!**

## Danger Signals

- NEVER run out of oil because it will affect your heating system.
- NEVER use barbecues or charcoal inside your home.
- DO NOT use a gas or electric oven or surface units for heating.
- DO NOT burn anything larger than candles inside your home.
- DO NOT use a space heater unless you have to, and be aware of flammable materials.
- ALWAYS plan ahead for oil delivery.
- ALWAYS make sure you don't go below 1/4 of a tank of oil.
- ALWAYS keep a few faucets running to avoid frozen pipes if you run out of fuel.
- ALWAYS keep firefighting materials on hand like powder, fire extinguisher, sand, water.



## Frostbite Warning Signs

Gray, white or yellow skin discoloration, numbness, waxy feeling skin, shallow breathing, weak pulse and excess shivering. Seek medical attention immediately if you have these symptoms.

## Symptoms of Hypothermia

Recognize the symptoms of hypothermia, which can be a serious medical condition: confusion, dizziness, exhaustion, slowed, slurred speech and severe shivering. Seek medical attention immediately if you have these symptoms.

## Tips for the Elderly

Hypothermia occurs when cold weather causes your body temperature to drop to below normal levels. Elderly people are particularly susceptible to this occurrence. If you suspect someone has hypothermia, wrap them in a warm blanket, make sure to cover their head and neck, and get immediate emergency medical help.

## For Heating Emergencies this Winter call:

ABCD Energy Programs: (617) 357-6012

Citizens Energy: (617) 338-6300

The Mayor's Line: (617) 635-4500

The United Way: 1-800-231-4377 / or dial 211

The Elderly Commission Hotline: (617) 635-4366

The Salvation Army Good Neighbor Energy Fund: (617) 542-5420



Action for Boston  
Community Development, Inc.



**Metropolitan Boston Housing Partnership**

125 Lincoln Street, 5<sup>th</sup> floor  
Boston, MA 02111-2503  
617-859-0400 or 800-272-0990 (MA only)  
Website: <http://www.mbhp.org>  
Hours: Monday – Friday from 8:45 am - 5:00 pm

MBHP's mission is to ensure that the region's low and moderate income individuals and families have choice and mobility in finding and retaining decent, affordable housing. All our programs are designed to encourage housing stability, increase economic self-sufficiency, and enhance the quality of the lives of those we serve. To achieve our mission, we work collaboratively with a board array of service providers and neighborhood-based organizations. The state's largest regional provider of rental housing voucher assistance, we serve homeless, elderly, disabled, and low- and moderate-income individuals and families.

**Workshops for Tenants**

Reservations are recommended for all MBHP events. Register online by selecting the workshop you are interested and clicking on "Event Registration." You can also register by contacting us at (617) 425-6605 or [workshops@mbhp.org](mailto:workshops@mbhp.org). For all reasonable accommodation requests, including sign language interpreters, the use of the building wheelchair platform lift, or the need for an interpreter in a language other than English, please contact us at 617-425-6605 or [workshops@mbhp.org](mailto:workshops@mbhp.org) at **least two weeks prior to the scheduled date of the workshop.**

**Start Right Workshop, Tue March 01, 10:30-11:30am**

Start your tenancy on the right foot and increase your chances of staying in your home long-term.

**Affordable Housing Basics, Tue March 08, 10:00-11:30am**

Learn about affordable housing, wait lists and how to apply.

**Housing Strategies Clinic, Wed March 16, 10:00-11:30am**

The clinic speakers will provide you with information, strategies and problem solving as valuable tools to assist you in meeting your housing goals.

**Credit Boot Camp (presented by Boston Home Center), Mon April 05, 6:00-8:00pm**

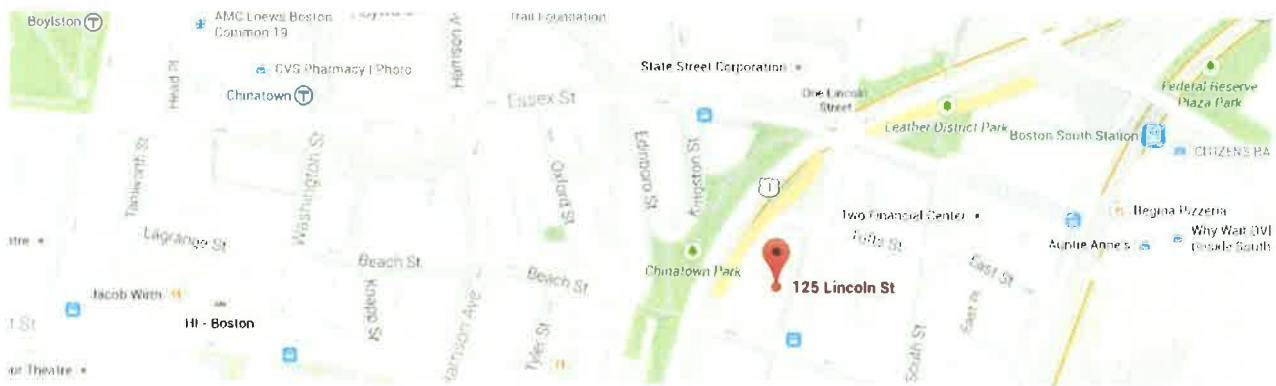
A workshop to help you review your credit and create plan for increasing your credit score and/or resolving credit problems.

**Start Right Workshop, Tue April 05, 10:00-11:30am**

Start your tenancy on the right foot and increase your chances of staying in your home long-term.

**Affordable Housing Basics, Tue April 12, 10:00-11:30am**

Learn about affordable housing, wait lists and how to apply.



**From Nearby T Stations**

**South Station (Red & Silver and Commuter rail Lines)**

Exit South Station on the corner of Summer Street and Atlantic Avenue. Walk south on Atlantic Avenue (toward Essex Street). Walk three blocks and turn right onto Beach Street. Walk two blocks and turn right onto Lincoln Street. MBHP will be across street. The entrance has a small red overhang with the agency's name on it.

**Chinatown (Orange & Silver Lines)**

Walk east on Essex Street (toward Harrison Ave). At the John F. Fitzgerald Surface Road, cross both crosswalks to make a right onto Lincoln Street. MBHP will be on the right. The entrance has a small red overhang with the agency's name on it.

Boston Center for *Independent Living*, Inc.  
60 Temple Place, Floor 5  
Boston, MA 02111

## HOUSING SEARCH WORKSHOP

This workshop covers:

- Navigating subsidized and affordable housing
- Conducting a successful housing search
- Communicating with Housing Authorities, Agencies and landlords
- Completing applications for state voucher programs

*Each workshop will include a period when you are able to ask questions about your situation, or sign-up to work with a BCIL Advocate.*

*This workshop is intended for people who do not currently hold vouchers.*

First and Third Wednesdays of each month  
BCIL's conference room, 60 Temple Place 5<sup>th</sup>  
Floor

10 am – 12 pm

For More Information

617-338-6665

# BOSTON HOMES FOR THE BRAVE

Ending Veteran Homelessness by the End of 2015

## About Boston Homes for the Brave

*No veteran who has taken an oath to defend our country should be homeless. And yet, many veterans are still living on the streets or in shelters in Boston.*

In June of 2014, Mayor Martin Walsh and the City of Boston answered the Mayors Challenge to End Veteran Homelessness issued by First Lady Michelle Obama to house all veterans by the end of 2015, and thus **Boston Homes For The Brave** was born.

This initiative, an unprecedented collaboration of government and private agencies, housed **678** veterans between August 2013 and June 2015 alone. While this number is significant, our work to house homeless veterans is not over. We need **you** to help us bring the rest of our veterans home.

## Call to Action: Help bring our veterans home!

- ★ **LANDLORDS & PROPERTY MANAGERS:** Do you have an **available unit**? We will quickly match you with a veteran who is ready to come home. List with us [here](#).
- ★ **EMPLOYERS:** Do you have an **employment opportunity**? Let us help you fill your job opening, volunteer opportunity or training/internship program with qualified veterans. List with us [here](#).

Not a landlord or an employer with these specific resources on hand? You can still help a veteran move into housing! [Click here to donate today](#).

## Thank you for making our Cut-A-Thon Fundraiser a great success!!!

**Mackie's Barber Shop in Milton, Massachusetts** hosted a day of festivities to celebrate those who have served in our armed forces. Proceeds from every haircut and community donations totaled to over \$9,000.00! **100% of this funding will help move homeless veterans into housing. Do you have an idea for a fundraiser? Contact us!**

## MASSACHUSETTS LEGAL CLINIC FOR THE HOMELESS 2015/2016 SCHEDULE

**The Lawyers Clearinghouse operates free legal clinics throughout the year at Boston shelters. In order to qualify, clients must be homeless, using shelter services, or otherwise income eligible for free legal services. We serve the following locations:**

**Pine Street Inn  
Men's Inn**

444 Harrison Avenue  
Boston, MA 02118  
Sharon - 617 892-9207

**Pine Street Inn  
Women's Inn**

444 Harrison Avenue  
Boston, MA 02118  
Hawah - 617 892-9303

**Medeiros Center**

at Our Lady of Victories  
25 Isabella Street  
Boston, MA 02118  
Jack - 617 619-6962

**St. Francis House**

39 Boylston Street  
Boston, MA 02112  
Doug - 617 654-1206

**The Bridge**

47 West Street  
Boston, MA 02111  
Alex - 617 423-9575 x234

Clients should sign up in advance if possible by contacting the shelter representative listed for each shelter. Clients who are unable to sign up in advance may still attend a clinic. Each clinic starts at 9:30 a.m. We try to assist with most legal issues but do not take any domestic relations cases (divorce, custody, child support, etc.) or represent defendants in criminal trials. Please contact Maribeth Perry at 617 778-1980 if you have any questions or need further information.

<u>DATE</u>	<u>LOCATION</u>	<u>DATE</u>	<u>LOCATION</u>
Friday, September 11	Pine Street Inn	Friday, February 26	Pine Street Inn
Friday, September 25	St. Francis House	Friday, March 11	St. Francis House
Friday, October 9	Medeiros Center	Friday, March 25	Medeiros Center
Friday, October 23	Pine Street Inn	Friday, April 8	Pine Street Inn
Friday, November 6	The Bridge	Friday, April 29	St. Francis House
Friday, November 20	St. Francis House	Friday, May 6	The Bridge
Friday, December 11	Pine Street Inn	Friday, June 3	Pine Street Inn
Friday, January 8	St. Francis House	Friday, June 10	Medeiros Center
Friday, January 29	Medeiros Center	Friday, June 17	St. Francis House



# **STRIVE<sup>®</sup>**

## **PREPARED TO WORK DETERMINED TO SUCCEED B O S T O N**

# **FREE**

## **Job Readiness, Financial Literacy & Placement Services 5 Week Program**

**STRIVE Boston**  
**651 Washington Street**  
**Dorchester, MA 02124**

**T 617-825-1800**

**F 617-825-1896**

**Facebook: STRIVE Boston**

- No Experience Needed
- Professional development
- Resume writing
- Basic computer training
- Hi-Set preparation
- Mock interviews
- Employer presentations
- Job placement assistance at completion of training
- 2 year follow-up services
- Youth programing 16 - 24
- Certification Programs
  - CPR/First Aid/AED
  - Osha 10
  - Microsoft Suite



### **Cycle 1 2016**

Orientation	January	8
Start Phase 1	January	11
End Phase 1	February	12

### **Cycle 2 2016**

Orientation	February	19
Start Phase 1	February	22
End Phase 1	March	25

### **Cycle 3 2016**

Orientation	April	1
Start Phase 1	April	4
End Phase 1	May	6

### **Cycle 4 2016**

Orientation	May	13
Start Phase 1	May	16
End Phase 1	June	17

### **Cycle 5 2016**

Orientation	June	24
Start Phase 1	June	27
End Phase 1	July	29

### **Cycle 6 2016**

Orientation	August	5
Start Phase 1	August	8
End Phase 1	September	9

### **Cycle 7 2016**

Orientation	September	16
Start Phase 1	September	19
End Phase 1	October	21

### **Cycle 8 2016**

Orientation	October	28
Start Phase 1	October	31
End Phase	December	2

# **DO YOU NEED LEGAL HELP SEALING YOUR CORI?**

## **THE DORCHESTER COMMUNITY CORI PROJECT**

A Project of Greater Boston Legal Services (GBLS)  
in partnership with the Legal Advocacy Resource Center (LARC)  
and in collaboration with the Union of Minority Neighborhoods

**OFFERS FREE LEGAL HELP  
AND REFERRALS TO INDIGENT OR  
LOW INCOME PEOPLE WHO HAVE CRIMINAL  
RECORD(CORI) SEALING HEARINGS  
IN THE DORCHESTER COURT.**

Attorneys from GBLS and LARC are the Dorchester Court on  
the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of the month from 9 a.m. to 12:30

## **HOW TO CONTACT THE DORCHESTER COMMUNITY CORI PROJECT**

If you have or plan to get a hearing date to seal your criminal record in the Dorchester Court and would like help, talk to project staff who are here on the above dates or call the project's community outreach line ASAP at 617-603-1825. You also can apply for services online at [www.larcma.org](http://www.larcma.org)

**IMPORTANT.** Please be sure to get a copy of your CORI before your court date because project attorneys will want to review it before giving you legal advice.

Username or e-mail \*

Password \*

[Log in](#)[Request new password](#)[Find Legal Aid / LRF](#) [Calendar](#) [News & Blogs](#) [Practice Areas Library](#) [Search Library](#)[Home](#) [Find Legal Aid / LRF](#) [GBLS CORI Project Court Based...](#)

## GBLS CORI Project Court Based Clinics

### Main Program:

GBLS CORI Project Court Based Clinics

### Program Description:

Criminal records make it hard to find a job, get housing, or have a good life. You may be able to seal all or some of your records.

Greater Boston Legal Services (GBLS) offers free legal advice and representation to low income Boston residents through clinics held at the Dorchester and Roxbury district courts.

### Intake Notes:

Greater Boston Legal Services (GBLS) offers free legal advice and representation to low income Boston residents about CORI issues at the Dorchester and Roxbury district courts.

**Dorchester District Court**, 510 Washington St., Dorchester (1st floor) on the **2nd and 4th Wednesdays** of the month from 9 a.m. to noon.

Intake dates in Dorchester in 2016:

- Jan. 13 and Jan 27
- Feb. 10 and Feb. 24
- March 9 and March 23
- April 13 and April 27
- May 11 and May 25
- June 8 and June 22
- July 13 and July 27
- Aug. 10 and Aug. 24
- Sept. 14 and Sept 28
- Oct. 12 and Oct. 26
- NOV. 9 and Nov. 23
- Dec. 14
- **No intake** on Dec. 28, 2016.

**Roxbury District Court**, 85 Warren St. in Roxbury (2nd floor) on the **3rd Thursday** of the month from 9 a.m. to noon.

Intake dates in Roxbury in 2016;

- Jan. 21
- Feb. 18
- March 17
- April 21
- May 19
- June 16
- July 21
- Aug. 18
- Sept. 15
- Oct. 20
- Nov. 17
- Dec 15

### Area(s) Served:

**City:** Boston

**Elder Service Area(s):**



# Community Work Services

## Job Training Programs For Ex-Offenders

### Hotel and Hospitality

10 week training for careers in the hotel and hospitality industry. Successful graduates receive a certification from the American Hotel and Lodging Association.

### Culinary Arts

12 week culinary arts program to prepare for mid-level employment in the food industry. Successful graduates receive a ServSafe Manager or Food Handler Certification.

### Job Readiness

4 week training focused on building professional soft-skills and prepare for successful job searches. All participants have the opportunity to take Job Readiness Training.

### Commercial Cleaning

Hands-on training to prepare individuals for employment in the janitorial industry. Training includes the use of cleaning equipment as well as facility care.

### Food Service

Hands-on training to prepare individuals for employment in the food industry. Includes food prep, safety and sanitation and cafeteria management.

**Eligible participants receive case management, access to mental health services and employment supports for two years.**

#### Requirements:

- ✓ Female ex-offender released within the last six months
- ✓ Authorized to work in the U.S.
- ✓ Incarcerated for at least three months
- ✓ Willingness to work
- ✓ Resident of Suffolk County

**For More Information Come for a Tour Any Wednesday at 1:00pm**

174 Portland St. 2<sup>nd</sup> floor

Boston, MA 02114

Two blocks from North Station (orange line & green line)

Or contact Julia Kravitz

At 617-720-2233 ext. 276

**Please Do Not Bring Children on Tour**

# CORI RESOURCES

(Criminal Offender Record Information)

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## **BOSTON WORKERS ALLIANCE:**

Providing specialized assistance to individuals who have a criminal record as a barrier to employment in obtaining CORI report, interpreting it, and identifying avenues for sealing and dismissed cases.

**617-606-3580**

[www.bostonworkersalliance.org](http://www.bostonworkersalliance.org)

## **GREATER BOSTON LEGAL SERVICES:**

Provides advice, assistance and representation for petitions to seal CORI records. GBLS provides on-site legal clinics: Roxbury District Court on the 3rd Thursday of the month, from 9am to 12pm, and at Dorchester District Court on the 2nd and 4th Wednesday of the month, from 9am to 12pm.

**617-371-1234**

[www.gbls.org](http://www.gbls.org)

## **STRIVE BOSTON:**

Provides support services to help prepare people for employment who have records. STRIVE For the Future is offered for individuals ages 18-24 who have had juvenile issues but not an adult conviction.

**617-825-1800**

[www.bostonstrive.org](http://www.bostonstrive.org)

## **SPAN, INC:**

Provides assistance and resources to person with convictions by providing case management, health services, career development, and counseling support to help clients reintegrate into their communities as assets rather than liabilities.

**617-284-1260**

[www.spaninc.org](http://www.spaninc.org)

## **THE TENANT ADVOCACY PROJECT (TAP):**

Provides closely-supervised, quality learning experiences for Harvard Law School students by representing tenants of and applicants to public and subsidized housing at administrative hearings at housing authorities throughout greater Boston.

**617-495-4394**

<http://clinics.law.harvard.edu/tap/>

## **ROCA:**

Provides case management and skill training for high-risk young people ages 17-24 (street, court, and gang-involved; drop-outs; young parents)

**617-442-3101**

[www.rocainc.org](http://www.rocainc.org)



For more information go to:

[WWW.BOSTON.GOV/FAIRHOUSING/CORI](http://WWW.BOSTON.GOV/FAIRHOUSING/CORI)



## **GET FREE LEGAL HELP SEALING YOUR CRIMINAL RECORDS**

Criminal records make it hard to find a job, get housing, or have a good life. You may be able to seal all or some of your records. Greater Boston Legal Services (GBLS) offers free legal advice and representation to low income Boston residents. You can talk to an attorney from GBLS at neighborhood locations in Roxbury and Dorchester.

### **DORCHESTER**

**Where:** Dorchester Court, 510 Washington St., Dorchester (1st floor) near clerk's office on

**When:** 2nd and 4th WEDNESDAYS of the month from 9 a.m. to noon.

**2016:** Intake dates at Dorchester Court on Jan. 13 & 27; Feb. 10 & 24; March 9 & 23; April 13 & 27; May 11 & 25; June 8 & 22; July 13 & 27; Aug. 10 & 24; Sept. 14 & 28; Oct. 12 & 26; Nov. 9 & 23; Dec. 14, but NOT on Dec 28, 2016.

### **ROXBURY**

**Where:** Roxbury Court, 85 Warren St. in Roxbury (2nd floor)

**When:** 3rd THURSDAY of the month from 9 a.m. to noon on the 2nd floor.

**2016:** Intake dates at Roxbury Court are Jan.21; Feb. 18; March 17; April 21; May 19; June 16; July 21; Aug. 18; Sept. 15; Oct. 20; Nov. 17; and Dec. 15, 2016

## **HOW TO CONTACT THE GBLS CORI & RE-ENTRY PROJECT**

You can see attorneys from the Greater Boston Legal Services CORI & Re-entry Project at a courthouse at the above times and dates or call Greater Boston Legal Services at 617-603-1700 or 617-371-1234 or 617-603-1803 for an intake.



# Morgan Memorial Goodwill Industries'

# The H.E.L.P Program

The Human Services Employment Ladder Program (H.E.L.P.) is an eight week Human Services training program that prepares participants to become entry-level Direct Support Professionals in the field of Human Services. Students learn the essentials of the field while gaining a significant amount of experience in personal interaction with disadvantaged populations. Students learn the nuts and bolts of direct care including terminology and methods, motivating and managing client behaviors, maintaining boundaries and identifying career paths. Students are challenged and encouraged to apply themselves on a daily basis through individual and group assignments. Through the H.E.L.P program graduates become qualified to fill the increasing need for caring, professional workers in community residences, shelters, day programs and other Human Services settings.

### *Graduates can become:*

- Residential Counselors
- Job Coaches
- Outreach Workers
- Youth Worker
- Advocates
- Case Aides
- Program Monitor

Applications are available at:  
Security Desk  
Morgan Memorial Goodwill Industries  
1010 Harrison Avenue  
Boston, MA 02119

### PROGRAM REQUIREMENTS

- Candidates must be 21 years of age or older.
- Candidates must have a high school diploma or GED.
- Candidates must be interested in helping others.
- Candidates must be willing to commit to 2nd, 3rd, weekend and holiday shift schedules.
- Candidates must have a minimum of 6th grade reading and math skills.
- Candidates must be willing to submit to a Criminal Background Check (CORI).
- Candidates must have a U.S. drivers license in good standing.
- Must pass academic, ethical and computer screening.



[www.goodwillmass.org](http://www.goodwillmass.org)

For more information  
call the HELP Line at  
**617-541-1499**



ELIOT COMMUNITY HUMAN SERVICES



Licensed by the Massachusetts Department of Elementary and Secondary Education  
Section 30 and WIA Voucher approved

## Career Centers and Training Opportunities in Boston

### One Stop Career Centers

*1010 Harrison Ave, Boston*

- **Boston Career Link** – <http://www.bostoncareerlink.org/>  
Boston Career Link's mission is to provide state-of-the-art services that successfully connect business and job seekers of Greater Boston. 1010 Harrison Avenue  
Boston, MA 02119  
617-536-1888
- **JVS CareerSolution** -<http://www.theworkplace.org/>
- JVS CareerSolution provides comprehensive employment and career services that are easy to access, customer-driven, and linked to the latest technology. We help individuals to find current job openings, assess their skill levels and interests, and enter education and training programs. In addition, resources including computer skills workshops, employment workshops, and access to state-of-the-art research tools and the Internet are offered.  
75 Federal Street  
Boston, MA 02110  
617-737-0093, 1-800-436-WORK (9675)

### City of Boston Resource Centers

Satellite offices of the One Stop Career centers in the city, these locations offer résumé and interviewing workshops; one-on-one career guidance; and access to copy and fax machines, as well as computers equipped with high-speed Internet, all free of charge.

- **Allston-Brighton Resource Center**  
367 Western Avenue Brighton, MA 02135  
(617) 562-5734
- **Roxbury Resource Center**  
2201 Washington Street Roxbury, MA 02119  
(617) 989-9150
- **South Boston Resource Center**  
489 East Broadway South Boston, MA 02127  
(617) 635-0771

### Employment and Training Programs

- **Jobs and Community Services Skills Training**  
<http://www.cityofboston.gov/jcs/adult.asp#1>  
Adult services offered by the Office of Jobs and Community Service
- **Boston Private Industry Council**  
<http://www.BostonPIC.org/>  
Connecting adults and youths to employment and educational opportunities
- **Skills Work**  
<http://www.skill-works.org/>  
Workforce development partnership
- **The Commonwealth Corporation**  
<http://www.commcorp.org/>  
Education and workforce development opportunities

Find a full list of career centers and agencies throughout the state of Massachusetts

# CIVIL SERVICE POSITIONS ONLINE PROCESS

## STEPS

1. Go to **mass.gov/hrd**
2. Click on MaCS (Massachusetts Automated Civil Service)
3. Select [HTTP://Agency.Governmentjobs.com/Massachusetts](http://Agency.Governmentjobs.com/Massachusetts)
4. Scroll down and select the appropriate position by clicking job title
5. View job description
6. Select "Apply"
7. Create an account if this is the first time using the online system,  
otherwise login
8. Answer the questions provided, you will need to create a username and  
password, then select submit
9. Create an application
10. After you complete all the questions, select save & proceed
11. Once you reach the final page, "Certify & Submit" select "Accept"
12. You should receive an e-mail confirming you application was received  
by the Commonwealth of Massachusetts

***Do your student loan repayments have you  
frustrated and confused?***

**A new counseling program from Urban Edge  
may help you explore options and possible solutions.**



**Do you wish you could  
find out more about  
possible options or a  
more workable monthly  
plan?**

**Do you recognize that  
delinquent payments or  
default may have a  
devastating impact on  
your credit report, but  
don't know where to turn  
for possible solutions?**

**Urban Edge, a nonprofit community service agency, is now  
piloting a unique new grant-funded counseling service to  
assist student loan borrowers in repayment. THERE WILL BE  
NO CHARGE TO BORROWERS WHO RECEIVE THIS SERVICE.  
However, participation is limited. Call now for information or  
to make an appointment.**

**Student Loan Borrower Repayment Counseling**

**Call Alex at URBAN EDGE/ 617-989-9319  
1542 Columbus Avenue, Roxbury, MA 02119  
[www.urbanedge.org](http://www.urbanedge.org)**



# WE'RE READY TO HELP YOU PREPARE FOR YOUR FINANCIAL FUTURE



OUR COMMUNITY | WORKING TOGETHER

We are a community-based, HUD-approved non-profit agency

Struggling to pay your mortgage?

Get assistance obtaining a modification if you qualify

Credit issues?

Contact us for counseling and get back on track

Tired of renting?

Attend our First-Time Homebuyers' classes

Get started today

Register online at [www.nuestracdc.org](http://www.nuestracdc.org)



City of Boston  
Mayor Martin J. Walsh

NUESTRA COMUNIDAD  
DEVELOPMENT CORPORATION  
617.989.9900 & 617.989.1222  
[WWW.NUESTRACDC.ORG](http://WWW.NUESTRACDC.ORG)

# ROXBURY CENTER FOR FINANCIAL EMPOWERMENT

DREAM. ACHIEVE. SUCCEED.

## WOULD YOU LIKE TO TAKE CHARGE OF YOUR FINANCIAL FUTURE?

The Roxbury Center for Financial Empowerment is a career and personal finance opportunity center that provides free services for low-to-moderate income individuals and families in three areas:

- ☐ Financial Education and Coaching
- ☐ Employment Placement and Career Improvement
- ☐ Public Benefits Access

All clients will have the opportunity to work with a financial coach on these services to achieve their goals. Please come to an Orientation Session on Monday or Wednesday at 10:00 a.m. Evening appointments available upon request.



**We've moved! Come visit us at 7 Palmer Street, 2<sup>nd</sup> Floor, Roxbury**  
**617.541.2670 • OFE.Boston.Gov**